

## **Workplace Coaching – Frequently Asked Questions**

Coaching can be a great addition to existing training or development approaches and can provide a level of individualization that may be hard to achieve in more formal programs.

- So, what exactly is Coaching?  
It can be defined in a variety of ways – the [International Coach Federation \(ICF\)](#) defines it as “partnering with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential.” The coaching process is goal oriented and focuses on creating strategies and actions to achieve goals. It is also very individualized and focuses on client self-discovery and helping a client identify effective solutions.
- What kinds of topics can benefit from Coaching?  
Workplace coaching may include leadership development, career development, achievement of key goals, work style effectiveness (e.g., productivity, timeliness, quality, work/life balance), new leader integration, leadership effectiveness, and many other focus areas.
- How does Coaching work?  
Coaching is a process that includes goal identification, strategy development (how to get to the goal) and action completion (specific, tangible activities). It also focuses on accountability for action completion. The process creates self-awareness and learning for the client. In Coaching, the coach is like a guide that helps people to move through the thinking process, helps to hold them accountable to their actions, and helps them to recognize insights/learning. The Coach also challenges clients to identify how these insights can play a role in other areas of their work/lives.
- Who can benefit from Coaching?  
Anyone who is committed to actively working on the identified goals can benefit from Coaching. Coaching is about change – clients need to be willing to invest the time and energy to make changes happen.
- What does it cost?  
Coaching can be expensive if purchased externally – executive coaching can be as much as \$500/hour! Fortunately, the Coaching offered by AHRS does not include a cost to state employees. The investment is the time an employee needs to meet with the coach and to work on actions to support goal achievement.
- Where can I learn more about Coaching?  
Many articles can be found about Coaching, how it works, benefits, etc. Here is a recent article from [SHRM about Coaching](#) that can help provide more insight on what it is and how it can help.
- What do I do if I want to learn more?  
If you would like to learn more about how workplace coaching might help you, reach out to the [HR Management Consultant](#) that is assigned to your agency. If you decide that coaching would be beneficial to you, then you can talk with your supervisor about how the coaching will benefit you and your work.